

Accessibility Statement

Refugee and Immigration Legal Service (RAILS) is committed to making our website and information accessible to everyone, including people with disability and people from culturally and linguistically diverse communities.

Our commitment

We aim to make this website easy to find, understand and use.

The RAILS website has been designed with reference to the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA.

We aim to support accessibility by:

- using clear and simple language wherever possible
- providing clear headings and consistent navigation
- using readable text and appropriate colour contrast
- providing alternative text for meaningful images
- supporting keyboard navigation and screen readers
- making the website usable across different devices and screen sizes
- providing information about interpreter and language support.

Language and interpreter support

We understand that English may not be your first language.

If you need help understanding information on this website, you can contact RAILS. You can also ask us about interpreter assistance.

You can contact the Translating and Interpreting Service (TIS National) on 131 450 and ask them to contact RAILS on your behalf.

If you have difficulty using our website

If you cannot access information on this website, please contact us. We will try to provide the information in another way that is accessible to you.

You can also tell us if you find an accessibility problem with the website. Your feedback helps us improve the accessibility of our information and services.

Contact RAILS

Phone: 07 3846 9300

Email: admin@rails.org.au

When contacting us about an accessibility issue, it is helpful if you tell us which page you were trying to use and what problem you experienced.

Improving accessibility

RAILS will continue to review and improve the accessibility of our website as content and services are updated.

Last reviewed: September 2026